



Capitol App User Guide



INSTALLATION

- To install the app on your smartphone, simply scan the corresponding QR code with your phone, or if you are reading this on your phone simply tap on the badges on the right.
- Alternatively, search for "Capitol cards" on Google Play or the App Store.
- Once in the Capitol app page on Google Play or the App Store, tap on the "Install" or "Get" button in order to install the app on your phone.



REGISTRATION

 Open the app on your phone and tap on the "Get Started" button



Enter the last 6 digits

date of birth

of your credit card, its

expiry date, and your

Enter the **one-time** passcode that you receive via SMS on your phone



✓ Choose your Username, choose a Password, and **confirm** Password .ul 🕆 🗖 9:41 **Create Credentials** Set up your new credentials Choose a new Username Your username can only contain Latin characters, numbers and special characters (@ space ; / % \ are not allowed). Choose a Password \odot Your password must contain at least 8 characters, one uppercase, one lowercase, one special character and cannot be the same as your username **Confirm Password** \odot



CAPITOL APP USER GUIDE

REGISTRATION

- Choose a 4-digit
 Passcode for logging in to the app
 - 9:41 **Choose Passcode** The new passcode will be used for guick access to the mobile app 1 2 3 ABC DEF 4 5 6 GHI MNO JKL 7 8 9 PQRS TUV WXYZ 0 $\langle \times \rangle$
- You also have the option to enable biometrics such as **Face ID** or **Touch ID** (depending on your device) for quickly logging in



Once you have successfully registered you will see a success screen. Tap on Start now to log in



LOGIN – USING FACE ID (IOS DEVICES ONLY)

Hold your phone in

portrait orientation and

position your face in

front of vour device

Select to login with
 Face ID (if you set this up during Registration)

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Ce	apitol		Capitol		Capil	ol		\langle	Capitol	
We	lcome		Welcome		Welcon	ne			Welcome	
Log in	with Face ID		Log in with Face ID		Log in with Fac	e ID			Log in with Face ID	
									(نار کار ران کار	
							•	Fa	ce Not Recognised Try Again	
			Face ID		Face ID				Try Face ID Again	
									Cancel	
Log in v	with Face ID		C		ى			L	og in with Face ID	
Log in w	rith passcode		Log in with passcode		Log in with pas	sscode		Lo	g in with passcode	

Once the face scan is

completed you will be

successfully

loaged in

 \checkmark

If the face is **not**

recognised during the

message will appear

scan the following error

LOGIN – USING TOUCH ID

 \checkmark

Select to login with Touch ID (if you set this up during Registration)



Touch and hold the

fingerprint sensor of

your device until you

If the fingerprint is **not** \checkmark recognised during the scan the following error message will appear

Capitol

Welcome

Log in with Touch ID

Try Again

Scan your fingerprint please

Cancel

Log in with Touch ID

Log in with passcode

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LOGIN – USING YOUR 4-DIGIT PASSCODE

 You can also choose to log in using the 4-digit
 Passcode you chose during Registration

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	Capitol Welcome	
did etric: nati I to I Pas : ng t	not set up s, you will cally be log in using scode when he app	

Log in with Face ID

Log in with passcode

 Enter your 4-digit
 Passcode and you will be logged in



 If the passcode is incorrect the following error message will appear



After **5 login failures** your app **access will be blocked** and you must call Customer Service for unblocking



If you

biom

auto

asked

your open

ACCOUNT SELECTION

Once you log in, the first screen that will appear will list your card accounts



- you wish to view ...l 🕆 💼 9:41 **My Accounts** My Cards €4.076.82 Mastercard Platinum 3335 €2.036,64 Visa Card Gold •••• •••• •••• 4692 c ••• Accounts Cards More
- Tap on the accountyou wish to viewAccounts shortcut on the
bottom-left



You are be able to **view your Additional Cards** within your Principal Card's profile

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Му А	ccounts	
My Cards	Mastercard Platinum	€2.036,64
	Mastercard Gold	€2.036,64
VISA	Visa Card 3335	€2.036,64
VISA	Visa Card 2	€2.036,64
Accounts	Cards	••• More

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 \checkmark

ACCOUNT VIEW – TRANSACTIONS

 Once you select your
 Account, you can view all your Pending, Posted, and Declined transactions



- Tap on a transaction to ✓ view further details about it or tap on the search icon to search or filter transactions
- You can **type in a search** ✓ or **filter** by amount range, date, and incoming or outgoing transactions



If the transaction was done in a foreign currency you will see here the **converted amount** and **conversion rate**



STATEMENTS

- ✓ Tap on the **Statements** icon to go to the Account Statements screen
- ✓ Tap on a date to **view** and/or **save/share** that Statement
- \checkmark Statements can be filtered by date





📋 Set a date

 \otimes

Apply filters

Filters

Reset

10

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USER PROFILE

 Tap on the Profile icon to go to the User Profile screen



Tap on Mobile Phone,
 Landline, or Email
 Address to edit



 Enter your new Mobile number, Landline number, or Email Address if you wish to change it

9:41 AM

Cancel Edit Details Confirm Mobile Number Country Spain (+34)

Phone Number

020231332



 An OTP will be sent to your new mobile number or new email address in order to validate the change



CARD MANAGEMENT

 In the Card Management you can Lock your card, set your Online Transaction Code, and activate Spend Alerts



 Swipe left and right to scroll through your various cards



 In a future release, you will be able to add your card to digital wallets, such as Apple Pay, directly from the app



CARD MANAGEMENT – ACTIVATING CARD

If a card is in active, the word "**INACTIVE**" appears over the card. Tap on "Activate now" to activate it

You will be asked to enter \checkmark your CVV code; this is the **3-digit code** that appears on the back of your card

Type in your CVV code

and then tap on the

Activate button

- 9:41 ...I 🕆 🗖 9:41 \leftarrow Activate Card 4 Activate Card My Cards () INACTIVE 4350 Jones Peters XXX XXX Enter your CVV Enter your CVV . . . You'll find it on the back of your card. You'll find it on the back of your card. Pending Activation four new card is on its way. When you receive it, you need to activate it here in 2 Activate now 1 3 ABC DFF 5 4 6 GHI JKL MNO 7 8 9 PORS тиу WXYZ 0 $\langle \times \rangle$ Activate ... Cards More
- You will see a success \checkmark screen confirming your card is now active. Tap on the **Done** button





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Accounts

9:41

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CARD MANAGEMENT – BLOCK AND UNBLOCK CARD

button to temporarily block your card



Tap on the Lock Card ✓ The toggle will then get \checkmark coloured and move to the right and the word "LOCKED" will appear over the card



To **unblock** the card simply tap again on the Lock Card button



CARD MANAGEMENT- REVEAL CARD DETAILS

Position your You will see You will see Tap on the **Card** \checkmark Tap on the You will see face in front your CVV your PIN your Card view details **View Card** of your device Number and Number, CVV can copy it or view PIN 9:41 9:41 ul 🕆 🗖 9:41 ...l 🕆 🔳 9:41 all 🕆 🔲 ull 🕆 🗖 9:41 ul 🕆 🗖 9:41 ...l 🕈 🔳 View Card Details X × View Card Number View CVV X View PIN **My Cards** 4000 1234 5678 4350 395 7832 xpiry date 02/26 0 View Card Number Reveal full card number Authorise with Face ID ð Lock Card All card transactions will be blocked (i) View CVV To protect your account from unwanted changes, we > Reveal Security Code need to confirm your identity View Card Details 0 Card Number / CVV Code / PIN View PIN > Reveal PIN code Change Credit Limit Request a credit limit change 0 Transaction Code > Setup secure transaction code Use Face ID Ļ Spend Alerts > ... Copy Card Number Use Passcode Accounts Cards More

CARD MANAGEMENT– CHANGE CREDIT LIMIT



Tap on **Change**

 \checkmark

Choose your desired Credit Limit



 \checkmark You will see a success screen confirming that your Credit Limit change was transmitted to your Bank for review



CARD MANAGEMENT – ONLINE TRANSACTION CODE

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Tap on the Transaction
 Code button to set up
 your secure Online
 Transaction Code



Tap on the Transaction✓Then, tap on the Set upCode button to set upTransaction Code button

Transaction Code

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Set up your Transaction Code

In order to secure and finalise your online transactions, you will occasionally be asked to enter your personal 4-digit Online Transaction Code in addition to the SMS code sent to your mobile phone.

To set up and create your personal 4-digit Online Transaction Code, please follow the steps below:



You will then be asked to type a 4-digit code and to confirm it once again



The following message will appear confirming your **code has been set up**. Tap on the **Finish** button



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CAPITOL APP USER GUIDE

CARD MANAGEMENT – SPEND ALERTS

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used.

 Tap on the Spend Alerts
 button to turn on/off transaction notifications

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Lock Card

View Card Details

Change Credit Limit

Transaction Code

Spend Alerts

Request a credit limit charge

Setup secure transaction code

All card transactions will be blocked

Card Number / CVV Cods / PIN

My Cards

Tap on the Allow spend alerts button to activate transaction notifications

Spend alert settings

Allow spend alerts

Receive a notification whenever

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The toggle will then get coloured and move to the right. Tap again the button to deactivate them

9:41 ..l 🕆 🔳 4 Spend alert settings Allow spend alerts Receive a notification whenever ye used.

If **notifications are disabled**, you must first **enable notifications** on your device's app settings in order to activate them



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CARD MANAGEMENT – SPEND ALERTS

The spend alerts \checkmark mention the transaction amount, currency, card used, and merchant

9:41	- I 🗢 🗖
CaPITOL Card Transaction A payment of €22,10 with Mastercard ending with ****3335 to McDonalds h successfully processed.	Today, 18:10 card ias been
CAPITOL Card Transaction A payment of €599,99 with Visa card with ****3335 has been successfully	Today, 14:25 ending processed.
CAPITOL Card Transaction A withdrawal of €150,00 with Masterd ending with ****3335 has been proce	Today, 11:36 aard card essed.
ITunes Store App Store iBooks Image: Home Image: Health Image: Health Image: Health	TV Contraction Advanzia
S O	1

✓ You will **also receive** alerts for Declined transactions



✓ They **also appear** while the phone is in Locked mode



VALIDATING ONLINE TRANSACTIONS

When validating an online transaction through the app, a notification will appear on your device



The notification also appears while the phone is on Locked Mode. Tap on the **notification**



The app will open and you will need to log in (if not already logged in) The Verify Payment screen will appear, showing the transaction details : Card Number, Merchant, Amount, Date, and Time

I ≎ ■		9:41	ا لہ ا	
			mastercard ID Check	
		Verify Payn	nent	
		^{Amazon} –€921,4	6	
		Card Number 8927		
		Merchant Amazon		
		Amount €921,46		
		Date and Time February 25, 2020 at 9:16 PM		
		Confirm		
		Decline	_	
	20 C	APITOL APP USER GUIDE		

VALIDATING ONLINE TRANSACTIONS

To approve the transaction, tap on the Confirm button

9:41		.ııl 🗢 🗖	
	•	mastercard ID Check	
Ver	ify Paym	ent	
	^{Amazon} -€921,46		
Card I	Number • •••• 8927		
Merchant Amazon			
Amount €921,46			
Date and Ti February 25, 20	me 020 at 9:16 PM		
	Confirm	\mathbf{O}	
	Decline		

A message will appear, confirming that the transaction has been successfully approved

Mastercard Platinum

€9.643,62

Total Credit Limit: €20.000

Available Credit: €10.356.38

Transaction Approved

Transaction to Amazon for €15,46 was

successfully approved.

OK

Gloss Makeup & Arts

Deborah Johnson

Other income

Spotify

Pending

ch 26, 2019

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Q

36

+€10,11

-€108,99

-€5,00

 If you wish to decline the transaction, tap on the Decline button



A message will appear,
 confirming that the
 transaction has been
 successfully declined



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MORE MENU

Tap on the **More** shortcut on the **bottom-right** to go to the **More menu**



- Here you can access **Security** & Privacy, Contact, FAQ's, Product Information, Legal Documents, and Log out
- 9:41 .ul 🕆 🔳 More Settings Security & Privacy Ouestions Contact Prequently Asked Questions Documentation Product Information Ġ Legal Documents Security E Log out C 8 ... Cards Accounts More
- In the Security & Privacy, you will find a submenu to
 Enable biometrics, Change passcode and access to
 Cookie settings.



MORE MENU – CONTACT FORM

 Tap on the More shortcut on the bottom-right to go to the More menu



 Here you can access Security & Privacy, Contact, FAQ's, Product Information, Legal Documents, and Log out



In this form, you can select a
 Category, your Account, and write
 a message to Capitol Customer
 Service

Cancel	Contact Form	Se
Your reque service dep	est will be sent directly to our partment who will respond to	customer you short
Category		
Select ca	ategory from list	-
Account		
Select ac	count from list	*
Your mess	sage	
Please ty	ype your message here	
		0/10

MORE MENU – FREQUENTLY ASKED QUESTIONS

 Tap on the Frequently
 Asked Questions button to open up FAQ's about your card and the app

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More			
Settings			
र्छि Security & P	rivacy		
Questions			
Contact			
Prequently A	Asked Questi	ons	
Documentation			
Product Info	rmation		
	nents		
Security			
[→ Log out			
Accounts	Cards	More	
-			

A new page of the Capito
Service site will open up
on your browser,
displaying the FAQ's



MORE MENU – PRODUCT INFORMATION

- Tap on the **Product** \checkmark Information button to find information about your card benefits and advantages
- A new page of the Capitol Service site will open up with links to view or download documents about your card benefits and advantages

9:41 .ul 🕈 💻	Capitol My Accounts	Cards Statements ***		RN Ricardo Norton Last login: 12:00, Nov 21, 2019
More Settings		Product Information		
Security & Privacy		Welcome to your Capitol Benefits Apple Pay	Learn More Learn More	
Contact		Google Pay Garmin Pay	Learn More Learn More	
Frequently Asked Questions		AVIS exclusive benefits for VISA cards Mastercard Travel Rewards	Learn More Learn More	
Product Information Legal Documents				
Security				
Accounts Cards More				

MORE MENU – LEGAL DOCUMENTS

✓ Tap on the Legal Documents ✓ A new page of the Capitol button to find legal information such as the Travel Insurance GTC and Data Protection notice

Service site will open up with links to download these documents

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More		Legal Documents
Questions	k Privacy	General Terms and Conditions Travel Insurance GTC Special conditions for E-wallets
Contact		Cookie Policy Imprint Outsourcing - Banking secrecy - Country lise
Documentation	y Asked Questions	€ Currency converter Mastercard
Product I	nformation	
Security	cuments	
Log out	Cards More	

LOGGING OUT

 Tap on the Log out button to log out of the app



 A message will appear asking you to confirm if you wish to log out.



For security reasons, after
 5 minutes of inactivity
 you will be automatically
 logged out

